

We Claim:

1 A method of obtaining a patient record or document using an online  
location on an electronic medium, comprising:

requesting an order, by a requestor, for the patient record or document from the  
5 online location;

providing to the requestor a cover letter having an identifier, the identifier having  
order information;

sending, by the requestor, the cover letter along with a patient authorization letter  
to a processing center, for completing the order;

10 requesting, by the processing center, to the shipping location to ship the patient  
record or document to a destination location; and

obtaining the patient record or document from the destination location.

2. A system for obtaining a patient record or document using an online  
location on an electronic medium, comprising:

15 means for requesting, by a requestor, an order for the patient record or document  
from the online location;

means for providing the requestor a cover letter having an identifier for  
identifying the order;

20 means for sending, by the requestor, the cover letter along with a patient  
authorization letter to a processing center;

means for requesting to a shipping location the patient record or document;

means for receiving, by a destination location, the patient record or document; and

means for obtaining the patient record or document from the destination location.